

Telesales

for

Sam Sample

Produced by Selby & Mills in partnership with

Example Organisation

Report Date **Thursday 18th September 2014**

Norm Group = **General population**

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The results are presented as stems where a score of 1 is low and 10 is high.

They are colour-coded; the darker the colour the higher the score and the stronger the persons preference.

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CAN JUGGLE WITH SENSITIVITY

4

Less willing to handle many issues simultaneously; sometimes misreads or overlooks the impact of extraneous subjects.

Suggested interview questions

- Handling multiple tasks at one time requires a great deal of concentration. Tell me about your ability to handle multiple tasks simultaneously. Provide an example of a time where you have done so successfully.
- There is an argument for handling one task at a time rather than multiple tasks so that full concentration can be given to the work. Tell me about your attitude towards this matter. Are you more likely to handle multiple tasks simultaneously or focus on one until completion and move on? Why is this approach more effective for you?
- Ensuring that multiple tasks are completed successfully may require the delegation of responsibility to other people. How might you ensure that the delegated work is completed to an appropriately high standard? Would you feel comfortable delegating work to others?
- Tasks or workplace issues can at times be influenced by external issues. Tell me about how you ensure that you remain aware of such issues when completing tasks or projects.

COMMUNICATION STYLE

2

May be cautious and intuitive, not always being easily understood by others, particularly those who do not share job responsibilities. May find it uncomfortable to confront other people.

Suggested interview questions

- What do you do that ensures that colleagues understand the meaning of your communications? Provide an example of a time you have communicated an important message effectively within the workplace.
- Tell me how your workplace behaviour reflects logical thinking. What characteristics do you possess that make you able to use logic effectively?
- Being critical of colleagues may damage their confidence or motivation. How can you confront a poorly-performing colleague in such a way that this does not occur?
- Describe your typical or preferred communication style. What are the benefits of communicating in this manner? What are the drawbacks of communicating in this manner?

DRIVE

1

Such people are interested in producing results, but probably do not raise their work rate when the pressure is on. They prefer dealing with easy to resolve problems of a relatively short term nature to dealing with long term strategic ones.

Suggested interview questions

- How does your work-rate differ from normal when placed under pressure? Tell me about your experience of working under pressure in your previous roles.
- A keenness to achieve results can lead to highly motivated individuals. Are you motivated by success in the workplace? Why?
- Producing results can be difficult, especially when working under pressure. When working under pressure, what drives you to succeed when it might be easier to quit? Tell me about an instance which you believe displays your ability to show persistence.
- Provide an example of a time where it was necessary for you to show a high work-rate in order to achieve results.

HARD WORKING

1

Tends to be multi-focused and easy going, probably reacting rather than initiating. Focus will vary according to issue.

Suggested interview questions

- Tell me about how you determine the objectives of workplace projects or tasks.
- What do you understand by the term 'single minded'? Tell me about a time your behaviour in the workplace has demonstrated single mindedness.
- Some workplace situations require people to be ruthless in order to achieve results. Tell me about a time where you have been ruthless in order to achieve an objective or target.
- Focusing on the short-term can ensure success now. A failure to consider the long-term may lead to problems in the future. Tell me about how you might be able to deal with short-term issues faced by your organisation and still take the long-term into consideration.

INFLUENTIAL

5

Comfortable influencing others to own point of view, avoiding resentment by others. Will compromise under pressure rather than get into conflict.

Suggested interview questions

- Attempting to influence the decisions of a colleague may lead to resentment on their part. Tell me how you 'pick your battles' when it comes to influencing other people.
- Describe a situation where you would be willing to compromise in the workplace. When might you not even consider a compromise?
- Imagine you are involved in a workplace dispute. Tell me about how you would attempt to reach a resolution. Provide an example of a workplace dispute you have been involved in previously and describe how it was resolved.
- Those who consistently achieve workplace success may become influential to their colleagues who attempt to emulate them. Tell me about a time where you have influenced a decision made by a colleague. Describe the situation and why you felt it was necessary to influence the decision.

INTERPERSONAL SENSITIVITY

4

Mostly pays attention but may not check that understanding has taken place.

Suggested interview questions

- Collecting the opinions of colleagues can provide valuable information. How do you encourage colleagues or clients to share their thoughts with you? Tell me about a time where the opinions of a colleague have influenced your actions.
- Tell me what you understand by the term 'active listening'. How does your behaviour in the workplace reflect this?
- Picking up on which information is important and which is less so can be a difficult task. Describe how you make sure that your communication with colleagues is easy to understand.
- Tell me about a time where you have double checked your understanding of an issue to be correct. Why was this necessary?

PERSISTENT

4

Moderately distracted by events and people, likely to put in sufficient effort to achieve the objective.

Suggested interview questions

- Setting targets allows individuals to strive towards a goal. How do you typically react when these goals become obstructed due to unforeseen circumstances? Tell me about a time where you have had to re-evaluate a goal or target due to developing circumstances.
- Persistence allows an individual to pursue a target in spite of obstacles or challenges they encounter. Provide an example of a time where you have given up on a target because it was unattainable. Describe the situation and the outcome of giving up.
- Achieving targets may include the use of tenacity when obstacles are encountered. Provide an example of a time where you have achieved a difficult target, and displayed tenacity in the process.
- Becoming distracted from an objective can lead to a failure to meet such objectives. What is most likely to distract you from accomplishing a target? How do you ensure that workplace distractions do not adversely affect your performance?

PROFIT FOCUS

7

Mostly focuses on profitable activities and achieves the objectives.

Suggested interview questions

- Imagine you are in a situation where you set your own priorities. If one task is based on achieving profit for the organisation and another is based on the satisfaction of colleagues in the workplace, which are you more likely to prioritise? Tell me about why you would make this decision.
- Achieving profit based objectives allows individuals to quantify their effectiveness. Tell me how else an individual might benefit from attaining profit for the organisation.
- How focused are you on profit? Tell me about how much the profitability of an activity would affect your judgement on its worthiness.
- What motivates you to perform well in the workplace?

STAMINA

1

They prefer a number of relatively short-term tasks at work and may be deterred by frustration or difficulty. Stamina is not a particular strength.

Suggested interview questions

- Tell me about your drive to achieve in the workplace. Would you say that you are more driven than your colleagues? What drives you to succeed?
- How do you generally react to disappointments in the workplace? Provide an example of a specific occasion where you have acted in this manner.
- Describe an occasion in the workplace where you have displayed stamina. Tell me about the situation, any problems you encountered, your actions, and the outcome of the situation.
- Tell me about your attitude to disappointment in the workplace. How do you generally behave in the aftermath of a disappointment?

This is the end of your report.

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